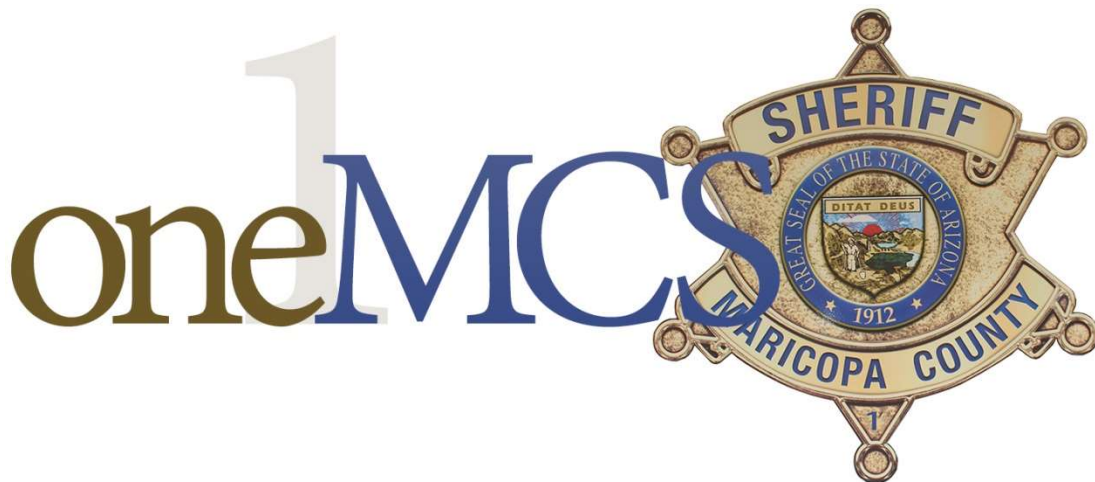


MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight
Audits and Inspections Unit



Complaint Intake Testing Inspection November 2024

Inspection # BI2024-0170

The Bureau of Internal Oversight's (BIO) Audits and Inspections Unit (AIU) conducts Complaint Intake Test inspections on a monthly basis. The purpose of this inspection is to determine employee compliance with Office Policies GH-2, *Internal Investigations*, GI-1, *Radio and Enforcement Communications Procedures*, and GB-2, *Command Responsibility* as they relate to the civilian complaint intake process. To ensure consistent inspections, the *Complaint Intake Testing Matrix* developed by the AIU is utilized.

To achieve this, the AIU will conduct monthly inspections of the complaint intake tests completed by an outside vendor selected by the MCSO for this purpose. This vendor is responsible for having testers file fictitious complaints either in person at MCSO facilities, by telephone, by mail, by e-mail, or by using MCSO's website to determine if MCSO employees process the intake of complaints in accordance with MCSO policy.

The vendor has been issued open Purchase Orders for the Fiscal Year ending June 30th which allows for random and targeted tests to allow MCSO to assess the complaint intake process. The vendor determines the number of tests it will conduct and when and how it will conduct these tests. Additionally, the vendor has submitted testing methodologies and testing paperwork which have been approved by the AIU. These methodologies include the requirement to audio and video record all in-person tests and audio record all telephone tests. The testing vendor will adhere to these methodologies when conducting complaint intake testing for the Office.

Compliance Objectives:

- Are employees providing civilians with appropriate and accurate information about the complaint process?
- Are employees promptly notifying the Professional Standards Bureau (PSB) upon the receipt of a complaint?
- Are employees providing the PSB with accurate and complete information?
- Are employees attempting to discourage, interfere with, or delay civilians from registering a complaint?

Criteria:

MCSO Policy GH-2, *Internal Investigations*

MCSO Policy GI-1, *Radio and Enforcement Communications Procedures*

MCSO Policy GB-2, *Command Responsibility*

Conditions:

AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. The following charts illustrate rolling 6-month histories of compliance with Office Policy. "N/A" indicates a particular type of testing was not performed during that month.

There were two Complaint Intake Tests conducted during the month of November 2024; one was an in-person test and one was a website test. AIU inspected both complaint intake tests. These tests are discussed in further detail under the applicable report sub-sections below.

In-Person Testing

There was one In-Person Complaint Intake Test conducted during the month of November 2024.

1. TEST #: IP25-05

DISTRICT/DIVISION: District 2

TEST SCENARIO: The tester posed as a male who witnessed a deputy being rude and unprofessional to a black homeless man in a parking lot. The tester said he overheard the deputy telling the man he needed to leave the parking lot or he would be trespassed and arrested. The homeless man told the deputy "You're only doing this because I'm black and homeless." The tester did not feel this was appropriate behavior for law enforcement.

ACTIONS TAKEN: The tester went to District 2's office and was greeted by an administrative assistant who asked a couple of questions and then went and got the on-duty supervisor. An on-duty supervisor came out and took the tester to a conference room and took his complaint. The interview was audio and video recorded by the sergeant in accordance with Office Policy. At the conclusion of the interview, the sergeant explained the process to the tester, gave him a business card, and told him someone from the Professional Standards Bureau would be in contact with him.

RESULTS: No deficiencies were noted

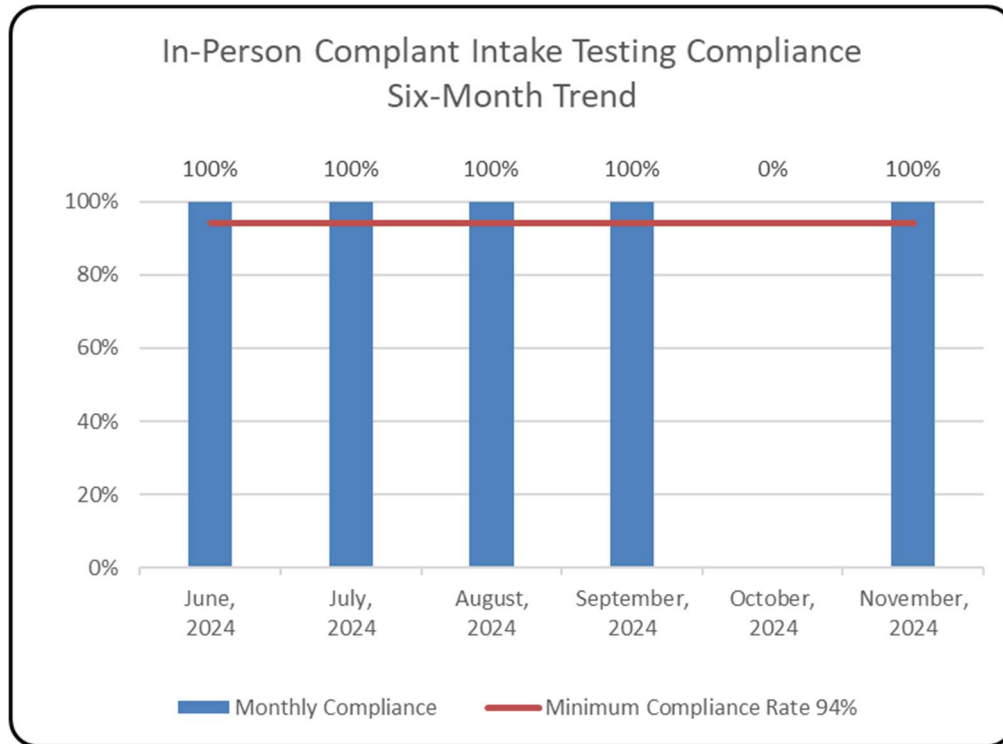
TESTER COMMENTS: N/A

BIO FOLLOW-UP: None required

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 100%, as illustrated by the table below:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.	0	1	1	100%
Determine if the complaint was taken in a courteous manner.	0	1	1	100%
Determine if the complaint was referred to the on-duty supervisor.	0	1	1	100%
Determine if the supervisor offered to take the complaint in person.	N/A	N/A	N/A	N/A
If a supervisor was not available, verify that the employee obtained pertinent information and have a supervisor make contact with the complainant as soon as possible.	N/A	N/A	N/A	N/A
Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.	0	1	1	100%
Verify that the complaint was entered into BlueTeam or IAPro.	0	1	1	100%
Determine if the employee attempted to discourage, interfere, or delay the complaint.	0	1	1	100%
If the alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.	N/A	N/A	N/A	N/A
Verify that the complaint was audio and/or video recorded.	0	1	1	100%
Determine if the following minimum amount of information was obtained: <ul style="list-style-type: none"> Complainant's name Complainant's contact information Location of the complaint occurrence Report number and deputy name, if known 	0	1	1	100%
Determine if verbal or written acknowledgment was provided that the complaint was received, documented, forwarded for investigation, and that the complainant would be contacted by a department representative.	0	1	1	100%
Determine if the complaint was immediately forwarded to PSB.	0	1	1	100%
Determine if the employee reported accurate information in the complaint.	0	1	1	100%
Overall compliance for In-Person testing	0	11	11	100%

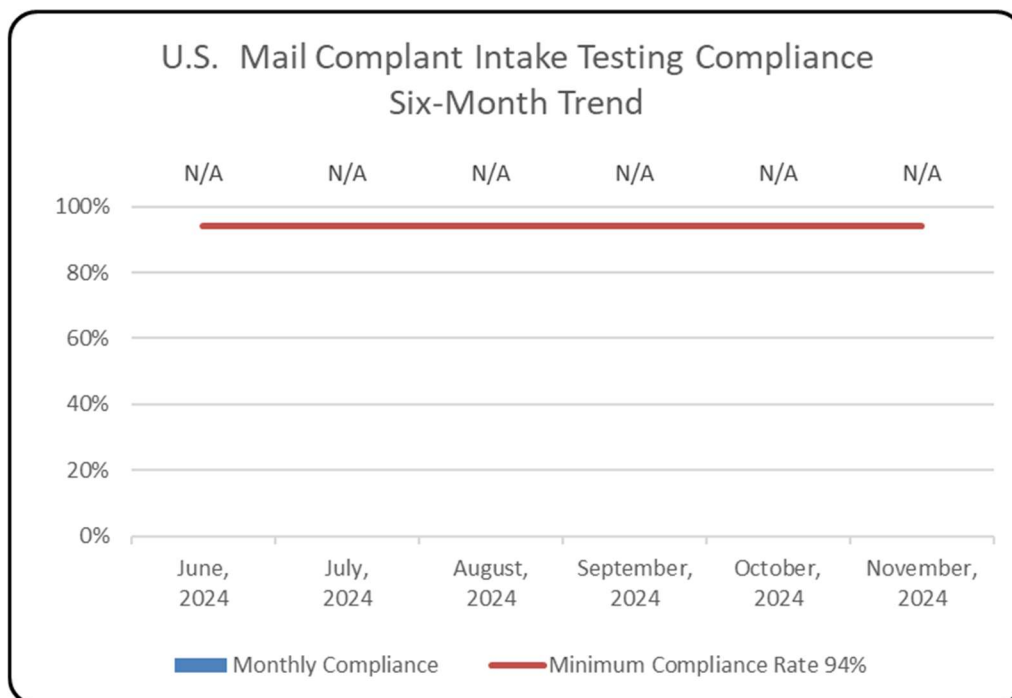
Below is a rolling 6-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

There were no Complaint Intake Tests conducted by U.S. Mail during the month of November 2024.

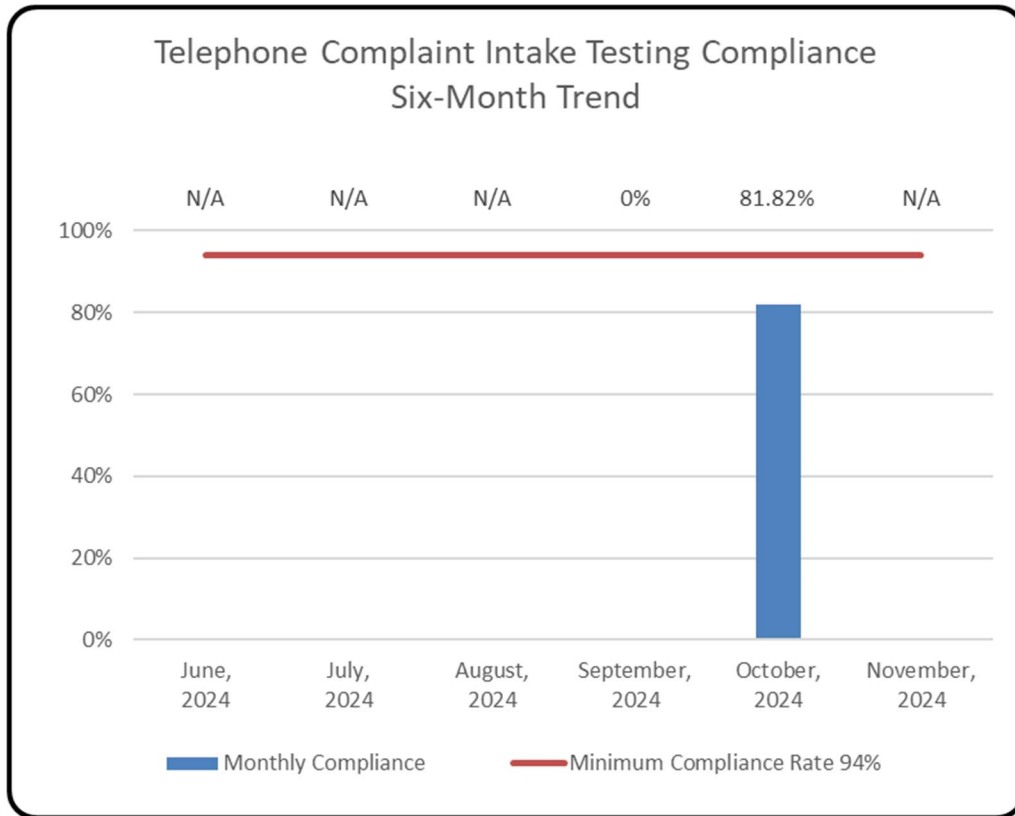
Below is a rolling 6-month historical comparison of compliance for tests conducted by U.S. Mail:



Testing by Telephone

There were no Complaint Intake Tests conducted by Telephone during the month of November 2024.

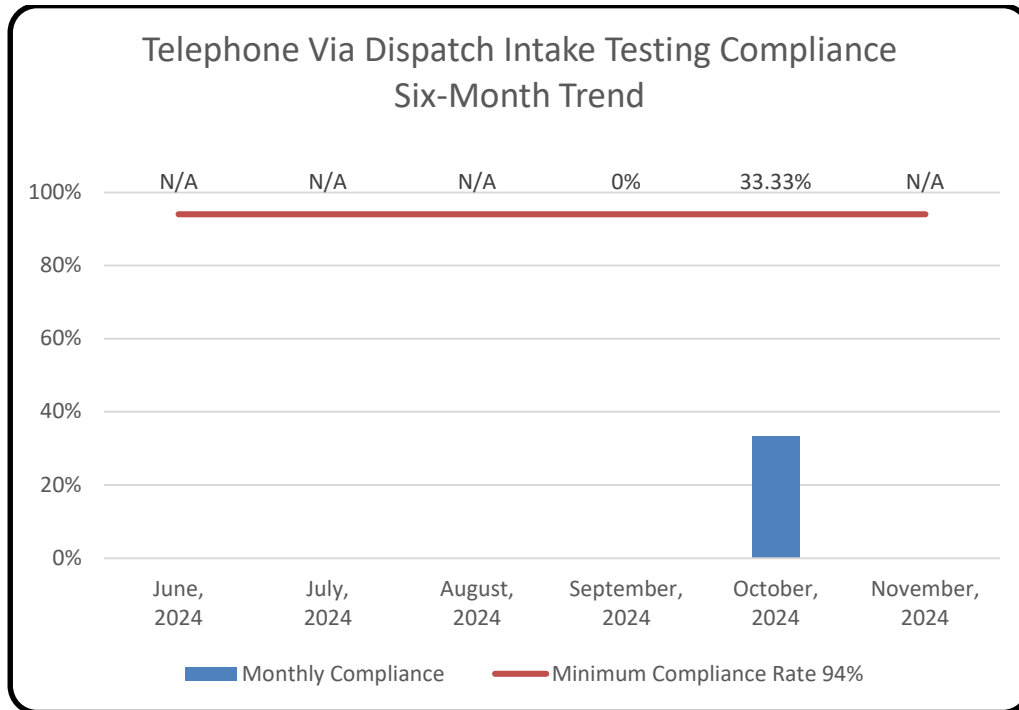
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via the Communications Division

There were no Complaint Intake Tests conducted by Telephone via the Communications Division during the month of November 2024.

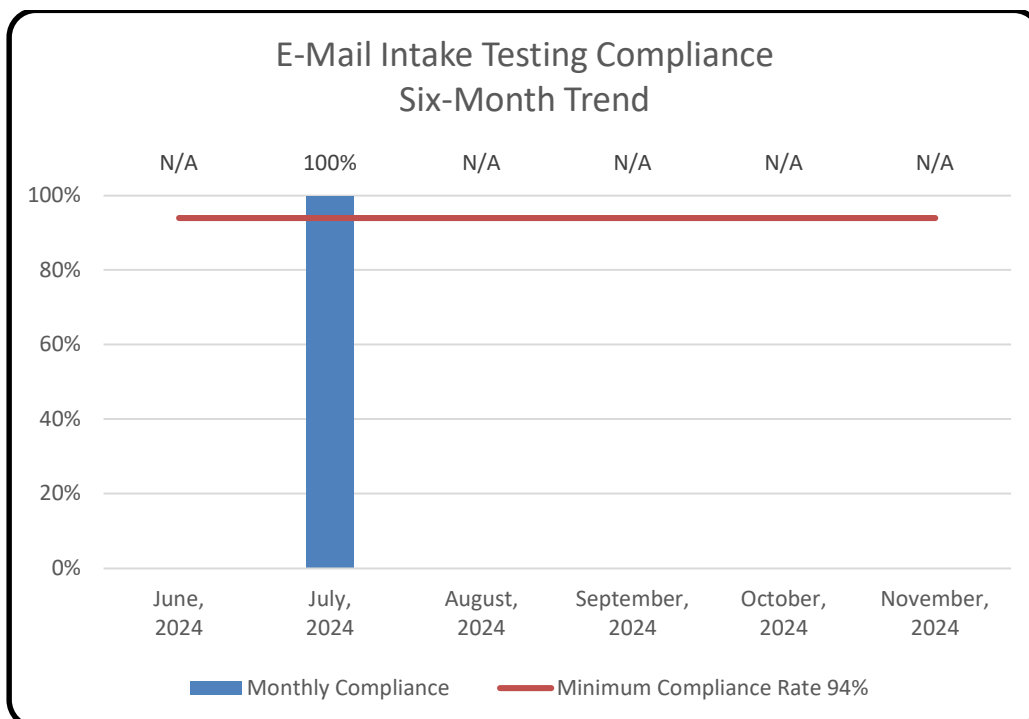
Below is a rolling 6-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:



Testing by E-Mail

There were no Complaint Intake Tests conducted by E-Mail for the month of November 2024.

Below is a rolling 6-month historical comparison of compliance for tests conducted by E-mail:



Testing Online via MCSO's Website

There was one Complaint Intake Test conducted online during the month of November 2024 using the Office's website.

TEST #: RO25-01

DISTRICT/DIVISION: District 3/PSB

TEST SCENARIO: The tester posed as a Hispanic male who witnessed a deputy yelling at three Hispanic teenage boys. He said he overheard the deputy tell the boys, "I am tired of you fxxing Mexican kids coming into Sun City and causing problems. You need to get asses out of here, and if I ever see you again you will get deported." The kids got on to their bikes and rode off and the deputy left. The tester said he did not know what had occurred before he got there and what caused the kids to be pulled over and yelled at. He said as a Hispanic male I found this very disrespectful and not how law enforcement should act.

ACTIONS TAKEN: The tester filed the complaint through the MCSO website at www.mcso.org/i-want-to/share-comments-or-complaints and received an automated confirmation response a short time later.

RESULTS: No deficiencies were noted

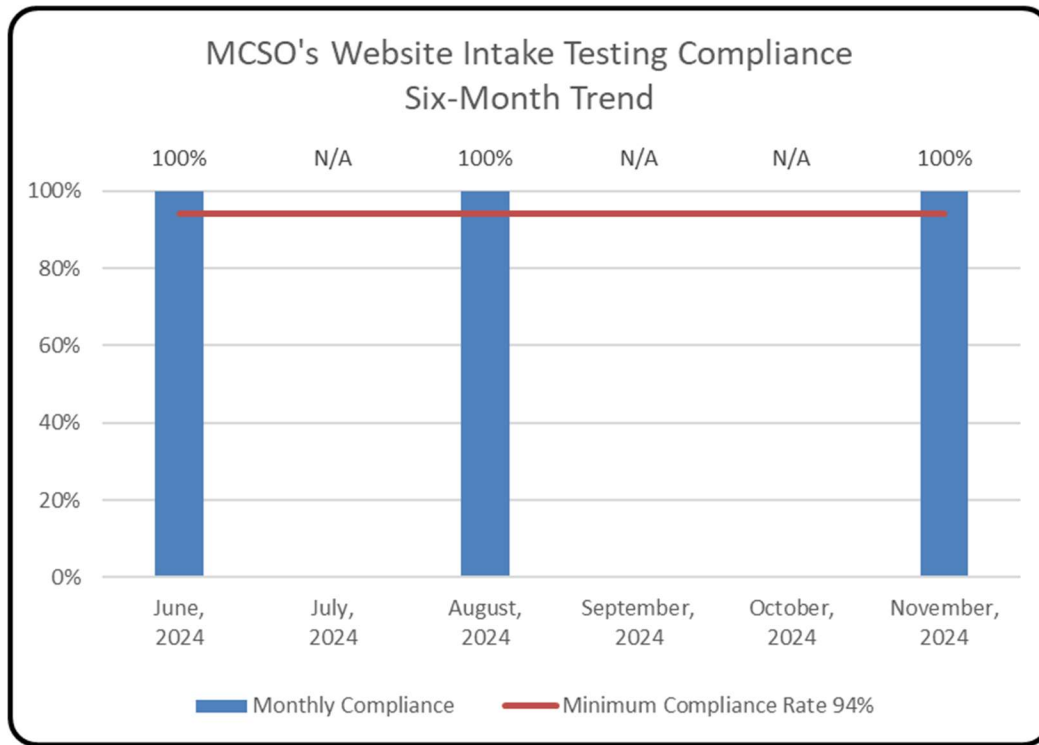
TESTER COMMENTS: N/A.

BIO FOLLOW-UP: None Required

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 100%, as illustrated by the table below:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.	0	1	1	100%
Determine if the complaint was taken in a courteous manner.	N/A	N/A	N/A	N/A
Determine if the complaint was referred to the on-duty supervisor.	N/A	N/A	N/A	N/A
Determine if the supervisor offered to meet the complaint in person.	N/A	N/A	N/A	N/A
If a supervisor was not available, verify that the employee obtained pertinent information and have a supervisor make contact with the complainant as soon as possible.	N/A	N/A	N/A	N/A
Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.	0	1	1	100%
Verify that the complaint was entered into BlueTeam or IAPro.	0	1	1	100%
Determine if the employee attempted to discourage, interfere, or delay the complaint.	N/A	N/A	N/A	N/A
If the alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.	N/A	N/A	N/A	N/A
Verify that the complaint was audio and/or video recorded.	N/A	N/A	N/A	N/A
Determine if the following minimum amount of information was obtained: <ul style="list-style-type: none"> Complainant's name Complainant's contact information Location of the complaint occurrence Report number and deputy name, if known 	0	1	1	100%
Determine if verbal or written acknowledgment was provided that the complaint was received, documented, forwarded for investigation, and that the complainant would be contacted by a department representative.	0	1	1	100%
Determine if the complaint was immediately forwarded to PSB.	0	1	1	100%
Determine if the employee reported accurate information in the complaint.	0	1	1	100%
Overall compliance for Website testing	0	7	7	100%

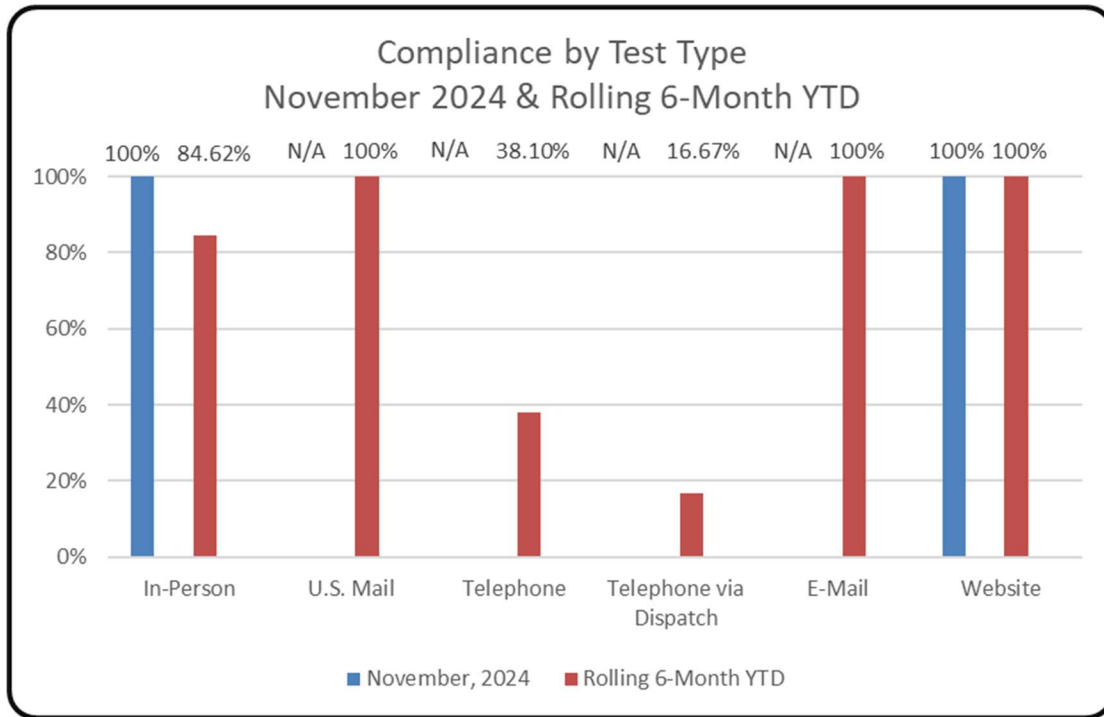
Below is a rolling 6-month historical comparison of compliance for filing a complaint Online:



Overall Compliance for November 2024:

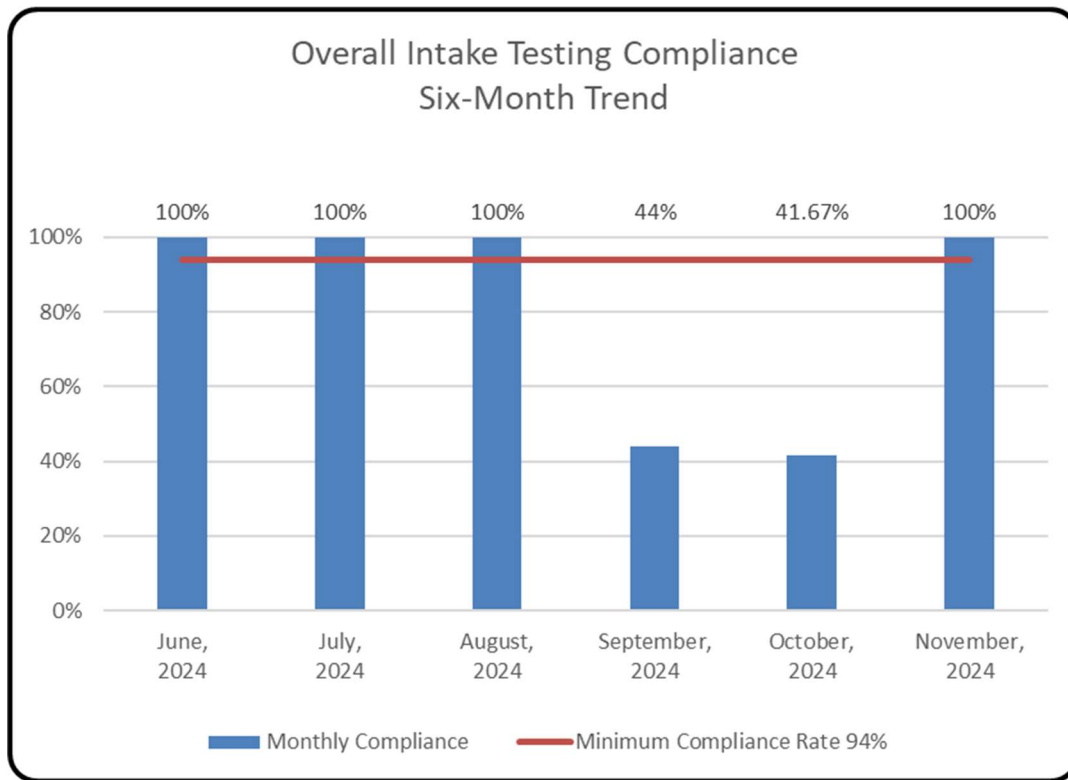
Compliance Rate by Method of Testing November 2024	Compliance Rate
Tests conducted In Person	100%
Tests conducted by U.S. Mail	N/A
Tests conducted by Telephone	N/A
Tests conducted via Dispatch	N/A
Tests conducted via E-mail	N/A
Tests conducted by filing a complaint Online/Website	100%
Overall Compliance for all Complaint Intake Tests Inspected – November 2024	100%

Below is a chart illustrating the compliance rate by type of test conducted for the month of November 2024 as compared with the corresponding 6-month compliance rate:



History of Overall Compliance:

Below is a rolling 6-month historical comparison of compliance for all Complaint Intake Testing:



There were no deficiencies noted during the inspection period.

Action Required:

The compliance rate is **100%** for *Inspection BI2024-0170*; therefore, **no BIO Action Forms** are requested.

Date Inspection Started: November 22, 2024
Date Completed: December 4, 2024
Timeframe Inspected: November 1 - 30, 2024
Assigned Inspectors: Ronda Jamieson B3178

I have reviewed this inspection report.

Lt Andrew Rankin S1839

Lieutenant A. Rankin S1839
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

12/05/2024

Date